



## DEPARTMENT OF ENERGY

### Federal Energy Regulatory Commission

[Docket No. IC23-6-000]

#### Commission Information Collection Activities (FERC-153), Comment Request; Extension

**AGENCY:** Federal Energy Regulatory Commission.

**ACTION:** Notice of information collection and request for comments.

**SUMMARY:** In compliance with the requirements of the Paperwork Reduction Act of 1995 (PRA), the Federal Energy Regulatory Commission (Commission or FERC) is soliciting public comment on the currently approved information collection, FERC-153, *Generic Clearance for the Collection of Qualitative Feedback on Commission Service Delivery*.

**DATES:** Comments on the collection of information are due [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER].

**ADDRESSES:** You may submit your comments (identified by Docket No. IC23-6-000) by one of the following methods:

Electronic filing through <https://www.ferc.gov>, is preferred.

- Electronic Filing: Documents must be filed in acceptable native applications and print-to-PDF, but not in scanned or picture format.
- For those unable to file electronically, comments may be filed by USPS mail or by hand (including courier) delivery:

- Mail via U.S. Postal Service Only: Addressed to: Federal Energy  
Regulatory Commission, Secretary of the Commission, 888 First Street,  
N.E., Washington, DC 20426.
- Hand (including courier) delivery: Addressed to: Federal Energy  
Regulatory Commission, Secretary of the Commission, 12225 Wilkins  
Avenue, Rockville, MD 20852.

*Instructions:* All submissions must be formatted and filed in accordance with submission guidelines at: <https://www.ferc.gov>. For user assistance, contact FERC Online Support by e-mail at [ferconlinesupport@ferc.gov](mailto:ferconlinesupport@ferc.gov), or by phone at (866) 208-3676 (toll-free).

*Docket:* Users interested in receiving automatic notification of activity in this docket or in viewing/downloading comments and issuances in this docket may do so at <https://www.ferc.gov>.

**FOR FURTHER INFORMATION CONTACT:** Ellen Brown may be reached by e-mail at [DataClearance@FERC.gov](mailto:DataClearance@FERC.gov), telephone at (202) 502-8663.

**SUPPLEMENTARY INFORMATION:**

*Title:* FERC-153, *Generic Clearance for the Collection of Qualitative Feedback on Commission Service Delivery*

*OMB Control No.:* 1902-0293

*Type of Request:* Generic information collection

*Abstract:* This information collection provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback, we mean data that provides useful insights on perceptions and opinions but are not statistical surveys that yield quantitative results that can be generalized to the population

of study. The feedback provides insights into customer or stakeholder perceptions, experiences, and expectations. The feedback provides an early warning of service issues and helps focus attention on areas where communication, training, or changes in operations might improve delivery of products or services. This collection allows for ongoing, collaborative and actionable communications between FERC and its customers and stakeholders. It also allows feedback to contribute directly to the improvement of program management.

The solicitation of feedback will target topics such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Commission's services will be unavailable.

The Commission will only submit a collection for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary;
- The collections are low burden for respondents (based on considerations of total burden hours, total number of respondents, or burden hours per respondent) and are low-cost for both the respondents and the Federal Government;
- The collections are non-controversial and do not raise issues of concern to other Federal agencies;
- The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program soon;

- Personal identifiable information (PII) is collected only to the extent necessary and is not retained;
- Information gathered is intended to be used only internally for general service improvement and program management purposes and is not intended for release outside of the Commission (if released, the Commission must indicate the qualitative nature of the information);
- Information gathered will not be used for the purpose of substantially informing influential policy decisions; and
- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study.

As a general matter, this information collection will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature,

such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

*Type of Respondents/Affected Public:* Individuals and households; Businesses or other for-profit and not-for-profit organizations; State, Local, or Tribal government.

*Estimate of Annual Burden<sup>1</sup>:* The Commission estimates the annual public reporting burden for the information collection as:

<b>Estimated Annual Burden for Generic Clearance for FERC-153</b>					
	<b>Number of Responde nts (1)</b>	<b>Number of Responses per Responde nt (2)</b>	<b>Total Number of Responses (1)*(2)=(3)</b>	<b>Average Burden Minutes per Response (4)</b>	<b>Total Burden Hours (3)*(4)=(5)</b>
Generic Clearance	27,000	1	27,000	10 minutes	4,500 hours <sup>2</sup>

*Comments:* Comments are invited on: (1) whether the collection of information is necessary for the proper performance of the functions of the Commission, including whether the information will have practical utility; (2) the accuracy of the agency's estimate of the burden and cost of the collection of information, including the validity of the methodology and assumptions used; (3) ways to enhance the quality, utility and clarity of the information collection; and (4) ways to minimize the burden of the collection of information on those who are to respond, including the use of automated collection techniques or other forms of information technology.

Dated: April 7, 2023.

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<sup>1</sup> Burden is defined as the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. For further explanation of what is included in the information collection burden, refer to 5 Code of Federal Regulations 1320.3.

<sup>2</sup> 4,500 hours = 270,000 minutes

**Kimberly D. Bose,**

*Secretary.*

[FR Doc. 2023-07807 Filed: 4/12/2023 8:45 am; Publication Date: 4/13/2023]